



## Site Manager, Bremer/John Carney

**Reports to:** Portfolio Manager

**Compensation:** \$18- \$20 hr/DOE

### **Duties and Responsibilities:**

This is an offsite position. The Site Manager II will generally be responsible for multiple sites, a building consisting of 30 or more tax credit or HUD units, annual recertification's, and/or subsidized units. All activities are to be carried out in full accordance with the Rental Management and Maintenance Service Program Policies and Procedures Manual. Duties to include:

#### Financial Management and Accounting:

- Collect all rents and other charges due CHH, issue receipts to residents and deposit to holding accounts, keeping within the timeliness set forth in the PM Policies and Procedures.
- Compile and submit completed batch reports to Portfolio Manager for review.
- Be knowledgeable of and operate within the provisions of Seattle and Washington State Landlord Tenant law, Fair Housing law and ADA law.
- Maintain and accurately account for all credit card purchases according to CHH accounting procedures.
- Inventory and purchase operating and cleaning supplies and maintain frequently used supplies on-site.
- Advise CHH of delinquent payments and issuance of legal notices regarding the same. Issue 3-day and 10-day pay or vacate notices under the direction of the Portfolio Manager.
- Draft and issue special payment plans for residents with balance owing.
- Ability to read and understand budgets and monthly financials.
- Provide assistance to Portfolio Manager with preparation and development of annual budget.

#### Resident Relations and Management:

- Maintain all CHH resident files.
- Provide professional support to CHH residents at all times; mediating minor resident disputes, holding monthly resident meetings or providing some form of regular communication with residents.
- Ensure adequate coverage of the premises through coordination with the Assistant Manager, Portfolio Manager and the CHH office.
- Draft 10-days for lease violations and submit to Portfolio Manager for review. Issue to resident upon PM approval. Submit copies to all necessary agencies.
- Act as CHH's agent on site and represent CHH to the public and residents in the best possible light.
- Assist with and resolve issues with commercial residents when necessary.
- Complete all necessary compliance duties related to building and residents.

#### Property Maintenance and Repair:

- Accept and promptly process Repair Request from residents, coordinate with Maintenance Services Program per policies.
- Contact resident following repair to ensure satisfaction with the work.
- Coordinate and participate in cleaning and preparing vacant units for new residents, ensuring a maximum 14-day turn time.
- Coordinate purchasing and inventory of equipment, appliances and other materials.



- Ensure that all interior and exterior common areas are clean, maintain the building's grounds and perform minor interior and exterior repairs/maintenance.
- Implement preventative maintenance program as outlined for building.
- Coordinate annual inspections and repairs.
- Attend all SHA and funder inspections.
- Assist Portfolio Manager with vendors and contractors during procurement process.
- Manage contractors and vendors while on-site, reporting any concerns to Portfolio Manager.
- Coordinate all building pest control.
- Submit work orders for interior and exterior common areas.

#### Leasing and Marketing:

- Show apartments to perspective residents.
- Assist with resident selection process and affirmatively seek low-income residents who will benefit from below market rents.
- Maintain up to date turn notes and dates in property management software.
- Hold open house when 4 or more units are vacant.
- Responsible for providing information on vacancies and screening of incoming applicants by phone or in person.
- Complete initial REA's move-in paperwork through file completion, including third party verifications of income, assets and other eligibility criteria.
- Submit background check for verifying rental history and criminal history.
- Submit completed rental application and file for approval following 10 day turn time.
- Prepare and mail correspondence; including denials and retrieving and securing missing documents from clients.
- Enter completed move-ins in property management software and maintain files.
- Provide professional, responsive, caring and knowledgeable interaction with applicants and residents.
- Ensure Fair Housing, Landlord/Tenant Laws and CHH policies and procedures are fully upheld.
- Process additions to households, key permissions and pet docs.
- Review upcoming vacancies, post ads and update marketing websites for units.
- Prepare and sign lease documents and establish resident account in property management software.
- Maintain confidentiality of applicant, residents, corporate, personnel and research information.
- Draft and issue all resident income re-certification notices and other related documents to residents.
- Meet and complete annual, Tax Credit and SHA income certifications by deadline.

#### Other:

- Assume responsibility for maintenance of security on site.
- Effectively manage site staff.
- Draft annual review for site staff.
- Communicate regularly with the Portfolio Manager regarding general operations of the property, perceived problems or issues, and suggestions for improvements.
- Attend community/neighborhood meetings as directed and report to the Portfolio Manager.
- Participate in community activities relevant to the building and CHH's mission and coordinate with Resident Services as applicable.
- Other duties as assigned.

#### Minimum Qualifications:

- High school diploma or GED.
- Ability to speak, read and write in standard business English.
- Intermediate skill with Microsoft Office applications (Word, Excel and Outlook).



- Experience in one or more of the following areas: janitorial, maintenance, real estate, customer service or bookkeeping.
- Six months' management experience.
- Ability to problem solve independently.
- Demonstrated ability to meet deadlines.
- Knowledge of and experience working with a diverse populations and communication styles.
- Ability to follow instructions accurately and work with minimal supervision.
- Ability to organize time efficiently, prioritize tasks and perform tasks in a self-directed manner.
- Ability to perform the following essential physical requirements: Constant – hearing, seeing. Frequent – standing, walking on a variety of surfaces, lifting and carrying up to 20 pounds, climbing stairs, reaching (from knees to shoulders), repetitive hand and arm motion, handling/grasping, pushing/pulling, bending at the waist, twisting at the waist, crouching kneeling/squatting, reaching (below knees and above shoulders). Occasional – Fine finger manipulation, talking, sitting, lifting and carrying up to 40 pounds, climbing ladders, working at heights. Seldom – crawling, using foot controls.

**Preferred Qualifications:**

- 2 years residential property management experience.
- Valid Washington State Driver's License, although not required.
- Experience with property management software.
- Six months' cash handling.
- Tax credit, HUD or other forms of affordable housing experience.

**Work Environment:**

Work site may have stairs and no elevator. Working with power tools, use of and exposure to cleaning chemicals, solvents and paint, and other possible hazardous materials, performing physical duties in physical isolation from other staff can be potential hazards of the job. There may be other hazards. Employees are expected to perform their work in such a manner as to eliminate or reduce any potential hazards to an acceptable level. Employees are also expected to report actual or potential hazards to management and the Safety Committee.

All employees at CHH are employees at will. The job description outlined above is not intended to represent an absolute or final list of all elements, activities or duties of the job. The statements above are intended to describe the general nature and level of work performed by the person assigned to this position.

Candidates selected for this position must pass a criminal history background check prior to employment with Capitol Hill Housing. Capitol Hill Housing is an Equal Opportunity Employer; all qualified candidates will receive consideration for employment without regard to race, color, religion, sex or national origin.

**To Apply:**

Apply online at: <http://www.capitolhillhousing.org/about/employment.php>